

# Retail Electric Supplier Complaint Scorecard

June 2021 Through November 2021

## Legend

Lowest Complaint Rate ★★★★★  
 Lower Than Average Rate of Complaints ★★★★  
 Average Complaint Rate ★★★  
 Higher Than Average Rate of Complaints ★★  
 Highest Complaint Rate ★

## Background

- The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.
- A five-star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Rank	Supplier	November 2021	October 2021
1	IGS	★★★★★	★★★★★
2	Green Mountain Energy	★★★★★	★★★★★
3	Viridian Energy PA LLC	★★★★★	★★★★★
4	Tomorrow Energy Corp	★★★★★	★★★★★
5	Public Power	★★★★★	★★★★★
6	Frontier Utilities Northeast	★★★★★	★★★★★
7	American Power & Gas of IL, LLC	★★★★★	★★★★★
8	Starion Energy PA Inc.	★★★★★	★★★★★
9	ResCom Energy	★★★★★	★★★★★
10	ENGIE Power & Gas LLC **	★★★★★	★★★★★
11	MidAmerican Energy Services	★★★★★	★★★★★
12	Everyday Energy. LLC d/b/a Energy Rewards	★★★★★	★★★★★
13	South Bay Energy Corp. ‡	★★★★★	★★★★★
14	Homefield Energy	★★★★★	★★★★★
15	Nordic Energy Services	★★★★★	★★★★★
16	Dynegy	★★★★★	★★★★★
17	MC Squared Energy Services	★★★★★	★★★★★
18	Constellation	★★★★★	★★★★★
19	Ambit	★★★★★	★★★★★
20	Vista Energy Marketing, L.P.	★★★★★	★★★★★
21	Inspire Energy Holdings LLC	★★★★★	★★★★★
22	Direct Energy Services	★★★★★	★★★★★
23	Star Energy Partners LLC	★★★★★	★★★★★
24	AEP	★★★★★	★★★★★
25	Eligo Energy IL, LLC	★★★★★	★★★★★
26	Reliant Energy Northeast d/b/a NRG Retail Solutions	★★★★★	★★★★★
27	Energy Harbor	★★★★★	★★★★★
28	Just Energy f/k/a Commerce d/b/a Tara Energy	★★★★★	★★★★★
29	Liberty Power	★★★★★	★★★★★
30	Spark Energy	★★★★★	★★★★★
31	Cleanchoice Energy f/k/a Ethical Electric	★★★★★	★★★★★
32	Energy Plus Holdings LLC	★★★★★	★★★★★
33	Xoom Energy Illinois, LLC	★★★★★	★★★★★
34	National Gas & Electric	★★★★★	★★★★★
35	Energy Services Providers d/b/a Illinois Gas & Electric	★★★★★	★★★★★
36	Santanna Natural Gas Corporation	★★★★★	★★★★★
37	Engie Retail d/b/a Think Energy	★★★★★	★★★★★
38	Residents Energy	★★★★★	★★★★★
39	Clearview Electric	★★★★★	★★★★★
40	Rushmore Energy	★★★★★	★★★★★

Rank	Supplier	November 2021	October 2021
41	IDT Energy	★★	★★★★
42	Smart Energy Holdings, LLC	★★	★★
43	Great American Power, LLC	★★	★★
44	North American Power and Gas	★★	★★
45	Indra Energy ***	★★	★★
46	Stream Energy Illinois, LLC	★★	★★
47	Mega Energy	★	★
48	RealGY	★	★
49	Hero Power	★	★
50	Park Power	★	★
51	Pure Energy USA II, LLC	★	★★
52	RPA Energy Inc.	★	★
53	Switch Energy, LLC	★	★
54	Sfe Energy Illinois, Inc	★	★
55	Major Energy	★	★
56	Alpha Gas & Electric, LLC	★	★
57	Atlantic Energy	★	★

#### Notes

- The suppliers are scored into five groupings of approximately equal size based on a six-month rolling average of complaint rates per 1,000 customers relative to other companies.
- These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint.
- In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier.
- Significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints.
- This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.
- You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.

‡ Supplier had fewer than 200 residential customers for a portion of the six-month reporting period.

\*\* Supplier was formerly known as Plymouth Rock Energy, LLC

\*\*\* Supplier was formerly known as PALMCo Energy